

# **PORT Restaurant**

## ***Accessibility Policy & Multi Year Accessibility Plan Compliance Manual***

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR).

Document Date: March 03, 2026

# **PORT Restaurant**

## **Accessibility Policy & Multi-Year Accessibility Plan**

**In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11**

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## **PART I**

# **Accessibility Policy & Accessible Customer Service Standard**

## **Policy Statement**

PORT Restaurant is committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities.

We are dedicated to ensuring equal access, preventing and removing barriers to accessibility, and complying with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its associated regulations.

Our policies are guided by the principles of:

- Dignity
  - Independence
  - Integration
  - Equal opportunity
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## **1. General Requirements**

PORT Restaurant will review and update its policies, practices, and procedures as required to remain compliant with accessibility legislation and to address the accommodation needs of persons with disabilities.

Where a temporary disruption to facilities or services used by persons with disabilities occurs, PORT Restaurant will provide notice of the disruption.

The notice will include:

- the reason for the disruption
- the anticipated duration
- alternative facilities or services, where available

Notices may be posted at the entrance to the restaurant or on the company website.

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## **2. Assistive Devices**

Persons with disabilities may use their own assistive devices when accessing the services and facilities of PORT Restaurant.

PORT Restaurant will ensure that staff are familiar with various assistive devices and accessibility features available on the premises.

Information regarding accessible features will be provided upon request.

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## **3. Service Animals**

PORT Restaurant welcomes persons with disabilities who are accompanied by a service animal.

Service animals are permitted in all areas of the premises that are open to the public unless otherwise prohibited by law.

If it is not readily apparent that an animal is a service animal, staff may request documentation from a regulated health professional confirming that the individual requires the service animal for reasons related to a disability.

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## **4. Support Persons**

A person with a disability who is accompanied by a support person will be permitted to enter PORT Restaurant together with their support person. At no time will a person with a disability be

prevented from having access to their support person. If applicable, advance notice will be provided if a support person is required to pay an admission fee.

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## **5. Information and Communications**

PORT Restaurant is committed to meeting the communication needs of persons with disabilities.

Staff will communicate with persons with disabilities in ways that take their disability into account.

Upon request, information available to the public will be provided in accessible formats or with appropriate communication supports in a timely manner and at no additional cost.

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## **6. Feedback Process**

PORT Restaurant welcomes feedback regarding the accessibility of its goods and services.

Feedback may be provided:

- In person
- By telephone
- By email
- Through the website feedback form

Upon request, feedback processes will be made accessible through the provision of alternative formats or communication supports.

Where contact information is provided, PORT Restaurant will respond to feedback within approximately five (5) business days.

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## **7. Emergency Procedures, Plans and Public Safety Information**

Emergency procedures, plans and public safety information are available to the public and employees.

Upon request, PORT Restaurant will provide this information in accessible formats or with appropriate communication supports as soon as practicable.

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## **8. Employment (AODA Employment Standards)**

PORT Restaurant is committed to fair and accessible employment practices.

Accessibility and accommodation considerations will be integrated throughout the employment lifecycle, including recruitment, hiring and onboarding.

Applicants will be notified that accommodations are available upon request during the recruitment and selection process.

PORT Restaurant will:

- Consult with employees requiring accommodation to determine suitable workplace accommodations
- Provide individualized workplace emergency response information where required
- Develop documented individual accommodation plans
- Maintain return-to-work processes
- Ensure accessibility needs are considered in performance management, career development and redeployment

Accessible formats and communication supports will be included in accommodation plans upon request.

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## **9. Training (AODA Customer Service & IASR)**

PORT Restaurant provides accessibility training to all employees, management and individuals involved in the development of company policies.

Training includes:

- The Accessibility for Ontarians with Disabilities Act (AODA)
- The Ontario Human Rights Code as it relates to persons with disabilities
- Accessible customer service standards

- Interaction and communication with persons with various disabilities
- Use of assistive devices, service animals and support persons

Training is provided as soon as practicable after hiring and whenever changes are made to accessibility policies.

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## 10. Design of Public Spaces

PORT Restaurant complies with the Design of Public Spaces Standards under the AODA when constructing or making major modifications to public spaces.

Procedures are in place to maintain accessible elements and prevent service disruptions.

In the event of planned or unexpected disruptions, notice will be provided to the public.

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## 11. Modifications to Policies

PORT Restaurant will modify or remove any policies, practices or procedures that do not respect or promote the principles of dignity, independence, integration and equal opportunity for persons with disabilities.

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# PART II

## Multi-Year Accessibility Plan (MYAP)

### 1. Plan Period

*(IASR s.4(1))*

Plan Coverage: **2025 – 2030**

Original Plan Established: **2020**

Last Review and Update: **January 2025**

Next Scheduled Review: **January 2030**

PORT Restaurant will review and update this plan at least once every five years or earlier if legislative changes require updates.

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## 2. Statement of Commitment

PORT Restaurant is committed to removing barriers and improving accessibility for persons with disabilities in its services, employment practices and physical environment.

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## 3. Past Accessibility Initiatives (2020–2024)

Standard	Initiative Implemented	Timeline
Customer Service	Developed Accessible Customer Service Policy	2020
Training	Staff trained on AODA and Ontario Human Rights Code	2020
Information & Communications	Website readability improvements	2021
Employment	Accommodation statements added to job postings	2022
Public Spaces	Accessible washroom signage and pathways verified	2022
Feedback	Accessible feedback process implemented	2023
Emergency Planning	Accessible emergency response procedures	2024

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## 4. Future Accessibility Strategies (2025–2030)

Standard	Strategy	Timeline
Training	Annual refresher training for employees	Ongoing
Recruitment	Review hiring practices for inclusive outreach	2026
Digital Accessibility	Improve website accessibility standards	2026
Public Spaces	Annual accessibility inspections	Ongoing
Maintenance	Preventative maintenance log for accessible features	2025
Communication	Formal consultation procedures for accessible formats	2025

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## 4. Maintenance of Accessible Elements

*(Design of Public Spaces Standard – IASR s.80.44)*

PORT Restaurant has procedures in place for the **preventative maintenance and repair of accessible elements within the restaurant’s public spaces.**

Accessible elements include:

- Accessible entrance and doorways
- Accessible parking spaces (if applicable)
- Interior pathways and aisles
- Accessible washrooms
- Door openers and ramps

### **Preventative Maintenance**

Management conducts regular inspections of accessible elements to ensure they remain functional and safe.

Maintenance procedures include:

- Quarterly inspection of accessible entrances, pathways and washrooms
- Ensuring pathways remain clear of obstacles such as furniture or equipment
- Immediate repair or service request if accessible elements become damaged or unsafe
- Routine cleaning and maintenance of accessible washroom fixtures and door mechanisms

Maintenance records are kept internally by restaurant management.

### **Temporary Disruptions to Accessible Elements**

If an accessible feature becomes unavailable due to maintenance or unforeseen circumstances, PORT Restaurant will provide notice of the disruption.

The notice will include:

- The reason for the disruption
- The expected duration
- Any available alternatives

Notices may be posted:

- At the restaurant entrance
- At the affected area within the restaurant
- On the restaurant website where applicable

## 5. Public Availability of the Plan

*(IASR s.4)*

The Multi-Year Accessibility Plan is publicly available:

- Posted on the restaurant website
  - Available in printed format at the restaurant upon request
  - Accessible formats available upon request
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## 6. Training Records

*(IASR s.7(5))*

PORT Restaurant maintains records of accessibility training including the number of employees trained and the year training was completed.

### Training Summary

<b>Year</b>	<b>Employees Trained</b>	<b>Training Topics</b>
2020	18	AODA, OHRC, Customer Service
2021	22	Refresher & New Hire Training
2022	25	Accessibility Standards Update
2023	27	Accessible Communication
2024	20	Compliance Refresher
2025	22	IASR Review

Detailed records are maintained internally and available upon request.

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## 7. Feedback Process

*(IASR s.11(2), s.80.50)*

PORT Restaurant provides several methods for receiving accessibility feedback:

- Email
- Telephone
- In-person at the restaurant
- Written submission

Notice of accessible formats and communication supports is posted:

- On the company website
- On the public bulletin board within the restaurant

### **Complaint Response Procedure**

If a complaint related to accessibility is received:

1. The complaint will be acknowledged within five business days.
2. Management will review the concern.
3. Consultation may occur with the individual submitting the feedback.
4. A written response outlining actions taken will be provided where appropriate.

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## **8. Accessible Formats & Communication Supports**

*(IASR s.80.51)*

When a request is received, PORT Restaurant consults with the individual requesting accommodation to determine the most appropriate accessible format or communication support.

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## **9. Employment Standards**

### **Recruitment Notice (IASR s.22)**

Job postings include the following statement:

PORT Restaurant is committed to inclusive, barrier-free recruitment and selection processes. Accommodations are available upon request for candidates participating in all aspects of the selection process.

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## **Notice to Successful Applicants (IASR s.24)**

Offer letters include the following notice:

PORT Restaurant supports employees with disabilities and will provide workplace accommodations in accordance with our Accessibility Policy and the Ontario Human Rights Code.

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## **10. Accessibility Compliance Report (ACR)**

*(AODA s.14(2))*

PORT Restaurant makes its Accessibility Compliance Report publicly available:

- Posted on the company website
  - Available in printed form at the restaurant upon request
  - Accessible on a bulletin board inside the restaurant
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## **Review and Monitoring**

This Multi-Year Accessibility Plan will be:

- ✓ Reviewed every five years
- ✓ Updated as legislation or operational needs change
- ✓ Communicated internally to staff
- ✓ Approved by management